



2015 Environmental Kitchen Cabinet Agenda
Lewis & Clark State Office Building
May 29, 2015
10 a.m. to 3 p.m.

I. Welcome and Introductions (*Sara Parker Pauley*)

The department's efforts in 2015 include supporting the Parks and Soils Sales Tax renewal, improving compliance and enforcement activities, providing assistance to small communities, and business process improvements. The department is also working in partnership with EPA, states, tribes, and the Environmental Council of the States on an effort to more effectively engage citizens and all levels of government in working together through the E-Enterprise for the Environment. The department continues to look for ways improve communication and measure effectiveness.

II. Community Services (*Hannah Humphrey*)

A recent EPA study estimates it will take billions of dollars in investments to address the infrastructure repair and replacement necessary across the nation in the next 20 years. This amount of investment will be especially difficult for the more than 800 small communities in Missouri with populations of 5,000 or less. The department has established Community Services Coordinators in each of the five regional offices to assist communities with environmental concerns.

- Northeast Region – Denise Haberl, 660-385-8000
- Kansas City Region - Kim Landon, 816-251-0700
- St. Louis Region - Tracy Haag, 314-416-2960
- Southeast Region - Travis Abernathy, 573-840-9750
- Southwest Region - Gwenda Bassett, 417-891-4300

The department will soon begin a pilot program with six communities in each of the five regions. The coordinators will be able to help communities assess their environmental issues and develop a plan to address them using tools such as longer schedules of compliance, community assistance visits (CAVs), loan and grant funding opportunities, technical assistance and training and encouraging common sense solutions. An external advisory committee will be established soon.

The department is also working within the E-Enterprise framework to develop a Local Government Portal. The portal will provide users with access to state and federal resources and training modules. It will also include a wizard component to assist local government leaders in making technical, managerial, and financial decisions based on the condition of their particular wastewater and drinking water infrastructure.

Local government representatives in attendance were asked to discuss three questions:

- Available data suggest that many drinking water, wastewater and storm water systems do not have formal asset management plans. In your opinion, what are the 3-5 most important factors that might contribute to system operators not having formal asset management plans?
- Available data suggest that many drinking water, wastewater and storm water systems have not made major recent investments to address infrastructure maintenance and improvements. In your opinion, what are the 3-5 most important factors that might have constrained major recent investments?
- Available data suggest that a significant number of drinking water, wastewater and storm water systems have serious regulatory violations. In your opinion, what are the 3-5 most important factors contributing to systems having serious regulatory violations?

III. Legislative Updates *(Mary Mulhearn)*

House Bill 92, sponsored by Representative Rocky Miller, served as the department's omnibus bill for the session. Highlights of the bill's provisions include the following:

- revision to the definition of "waters of the state,"
- revisions to the solid waste management districts auditing requirements,
- authorizes the department to develop a framework to provide oversight and establish a fee structure for oil and gas activities in the state,
- revisions to the Clean Water Law policy statement,
- revisions to the appeals process for environmental permit decisions,
- adds language to the Missouri Air Conservation Law that requires an owner of a coal fire power plant located in a current National Ambient Air Quality Standards (NAAQS) nonattainment area, to develop either a modeling or monitoring network to test levels of Sulfur Dioxide (SO₂) in the air, and
- an expansion of the requirements for when the department must make a finding of affordability.

Senate Bill 497 was mentioned as it includes the affordability provision and provides municipalities with the authority to disconnect sewer service in instances of non-payment. Senate Bill 722, a local control bill relating to a ban on the use of plastic bags in stores, was also discussed.

IV. EPA Region 7 Acting Director *(Mark Hague)*

The EPA Region 7 and Missouri DNR partnership is strong and the discussions are valuable in being able to provide a regional perspective at the national level on a number of issues.

Clean Water Rule

The final rule was issued on May 26. Millions of comments were received and EPA Region 7 staff were very engaged in the development of the final rule and ensuring the

regional perspective was considered. The final rule will not require any changes to agricultural permitting. It should lead to quicker permitting decisions and jurisdictional determinations and reduce the number of jurisdictional determination sought.

E-Enterprise for the Environment

EPA, the states, tribes, and the Environmental Council of the States are developing a new model for environmental protection and examining how to run the “business” more effectively. Partners in the effort are beginning to work together, across standard state or regional lines. Technology and processes are changing and we must change the way we process, collect and deal with data. We must also consider how to provide data to the public in a transparent manner.

LEAN

Region 7 is making internal process improvements in order to address declining resources.

Making a Visible Difference in Communities Across the Country

This is a priority of the EPA Administrator to work with communities in a more coordinated effort. EPA recently launched a new website, geared toward local officials and community leaders, that offers a variety of resources. The website can be found at: <http://www2.epa.gov/communities>.

V. Enhancing Efficiency and Effectiveness (E3) (Todd Sampsell)

- E3 will result in more efficient practices being used throughout the department.
- The goal is to provide better and faster services to our customers without losing effectiveness and reducing environmental protection.
- The department is training an internal team to serve as facilitators and leaders to identify issues that need solutions and empower staff to move forward.
- This will be a cultural change for the department.
- Attendees participated in an interactive, facilitated discussion about what they value in the services the department provides. See pages 6-15 for additional details.
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VI. Roundtable Discussion

- Several attendees discussed frustrations with municipalities being held responsible for covering the cost to upgrades and replace infrastructure in order to meet water quality standards while there is no regulatory mechanism to hold the agricultural sector responsible for nonpoint source pollution.
1. Branson representatives shared that the new regional biosolids facility is operational.
 2. Boone County representative inquired about the department’s permit backlog and expressed concern that when several permits are issued at once, it forces counties to deal with capital improvement projects all at one time.

3. East-West Gateway voiced their appreciation in working with the department's St. Louis Regional Office staff on air issues.
4. Representatives from the Missouri Municipal League mentioned their annual conference will be held on Sept. 20-23 in Kansas City.
5. The Lake of the Ozarks Council of Local Governments shared that they are in the planning process for the Niangua River watershed.
6. MSD would encourage the department to take advantage of the flexibilities allowed in the Clean Water Act.
7. Missouri Public Utility Alliance is undertaking a succession planning effort for wastewater treatment operators, encouraging communities to start looking at energy consumption with wastewater treatment, and ensuring they are tuned into the Clean Power Plan.
8. The Missouri Association of Counties of Government entered into an agreement with the department on Our Missouri Waters efforts.
9. Mark Twain Regional Council of Governments is doing GIS work in their communities to document the assets in the area. They are also working on two water and four wastewater CDBG projects.
10. A representative from the Green Hills Regional Planning Commission mentioned two large water supply reservoir projects in Sullivan and Caldwell Counties that are awaiting funding (state match).
11. The Mid-America Regional Council mentioned plans to begin a watershed project.

VII. DNR Updates

Strategic Plan (*Andrea Balkenbush*)

- The Strategic Framework is an outline of the department's broader Strategic Plan.
- Past plans were prepared in silos based on media or division; however, the new plan will be a more holistic approach and will include priority focus areas for the next five years including: Our Missouri Waters, Comprehensive State Water Plan, Community Services, Youth Education, Compliance Assistance, Enhanced Efficiency and Effectiveness (E3), Restoration of Natural Resources and Climate Reliability.
- The department's revised Mission, Vision and Value Statements were presented to the group.

Our Missouri Waters (*Jennifer Hoggatt*)

- This is a framework that allows the department to engage locals in assessing their watershed needs.
- It brings partners to the table to pool their resources to best address the needs of a watershed.
- Each watershed will have a Healthy Watershed Plan (general; not 9-element).
- The department is working with the Regional Planning Commissions and Missouri Association of Councils of Government to establish 20 Local Watershed Advisory Committees to discuss the needs and priorities of each watershed.
- Additional information on Our Missouri Waters can be found at:

<http://www.dnr.missouri.gov/omwi.htm>.

Comprehensive State Water Plan (*Andrea Collier*)

- The department is statutorily charged with maintaining and implementing a comprehensive water plan and the last plan was developed in 2002.
- The revision effort will be led by the department's Missouri Geologic Survey and will include the public, an inter-agency task force, and members of the water related commissions.
- The process will evaluate the state's water needs, available resources, uses, current demand, current supply, and potential solutions to help the state avoid water future shortages.
- This will be an 18-36 month planning effort and the department is researching the plans of several other states.
- CDM Smith has developed comprehensive plans for some surrounding states and they will serve as a consultant for Missouri's efforts.

E3 Discussion Details

What DNR services or products do you or those you represent use?

- Environmental clean-up
- Permitting
- Integrated planning
- Advocate (for communities) with EPA
- Conflict resolution
- Planning
- Education
- Funding – Grants and Loans
- Collaboration
- Inspections
- Error correction
- Operator certification
- Public involvement
- Technical assistance
- Staff – real people

What attributes or values are important in the delivery of those services?

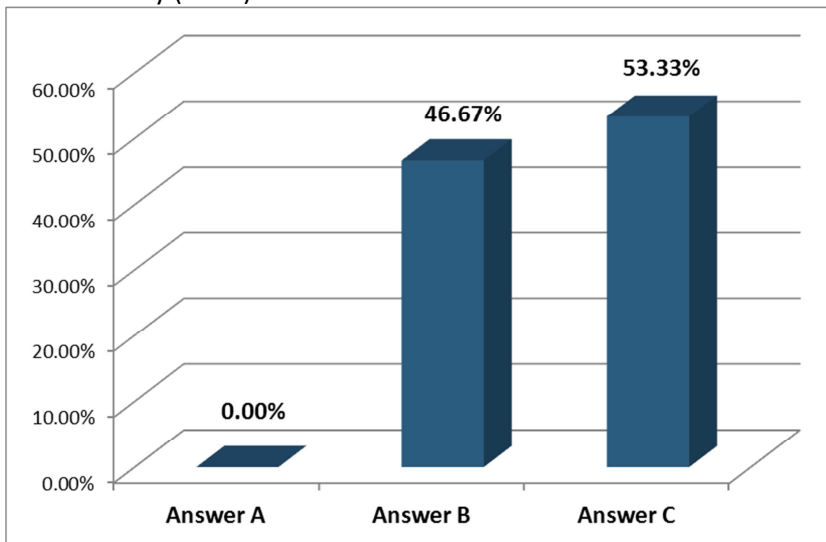
How important is each of these attributes to you?

A=low

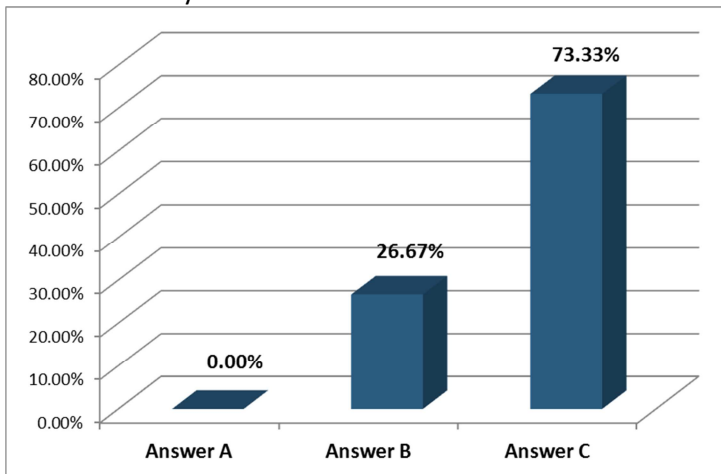
B=medium

C=high

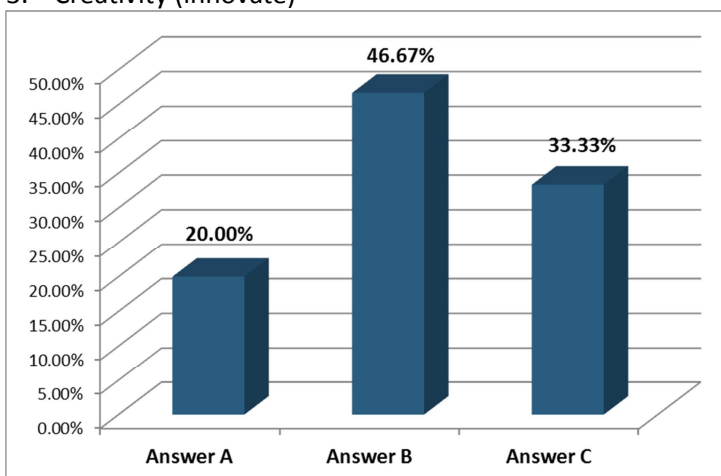
1. Flexibility (bend)



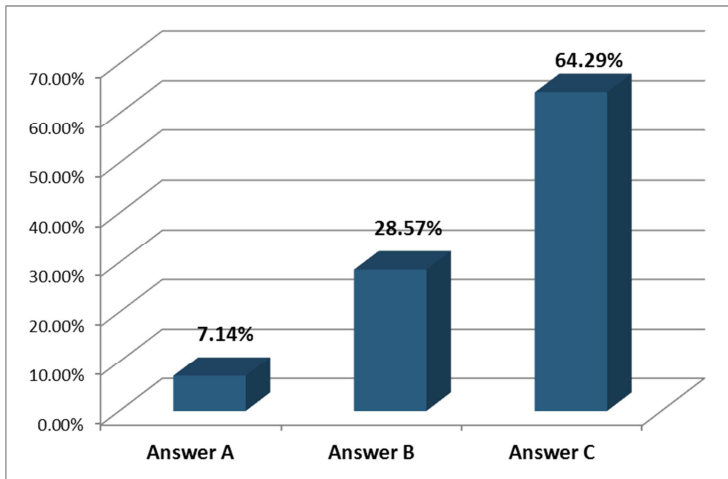
2. Consistency



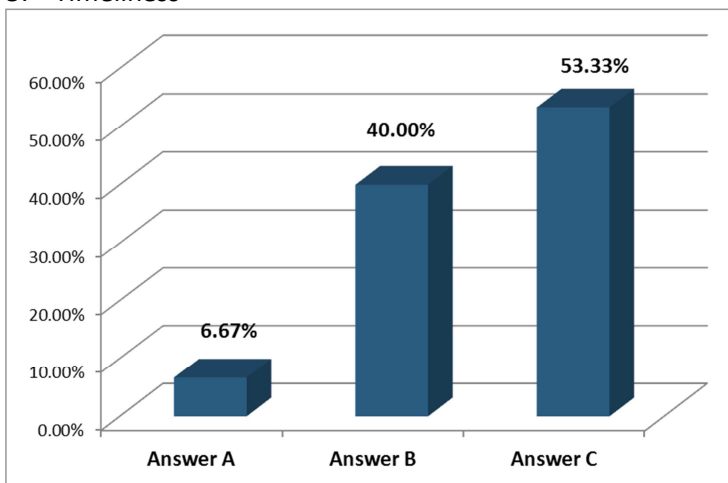
3. Creativity (innovate)



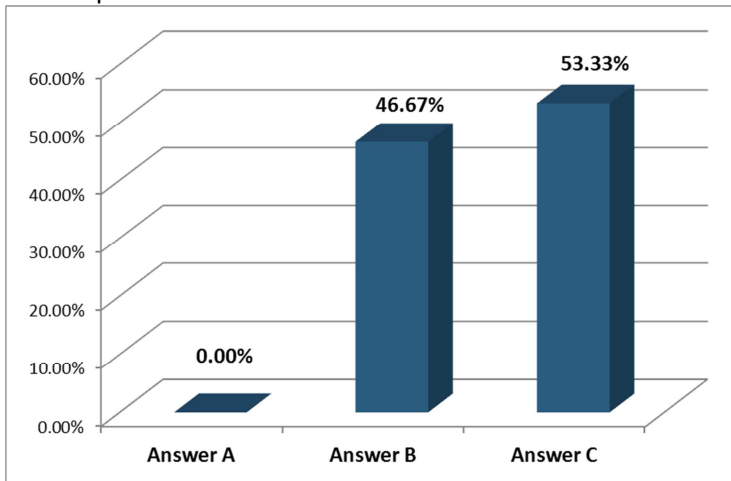
4. Partner



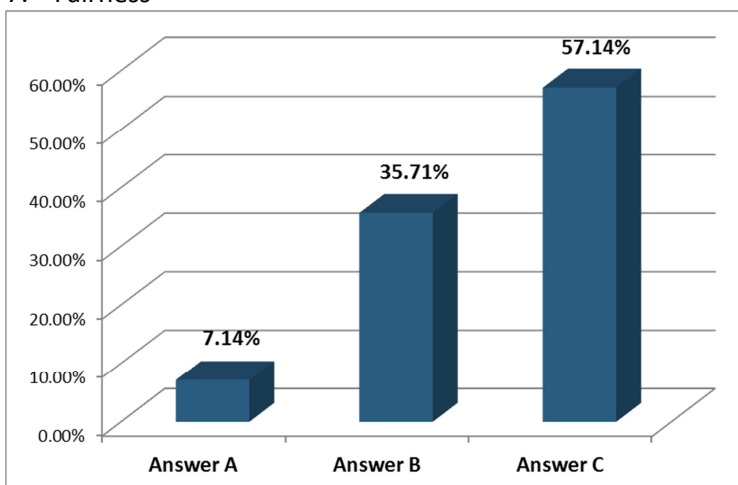
5. Timeliness



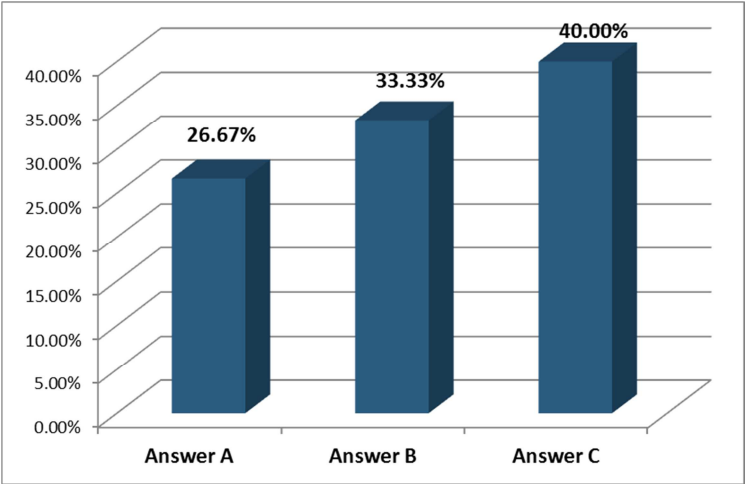
6. Responsiveness



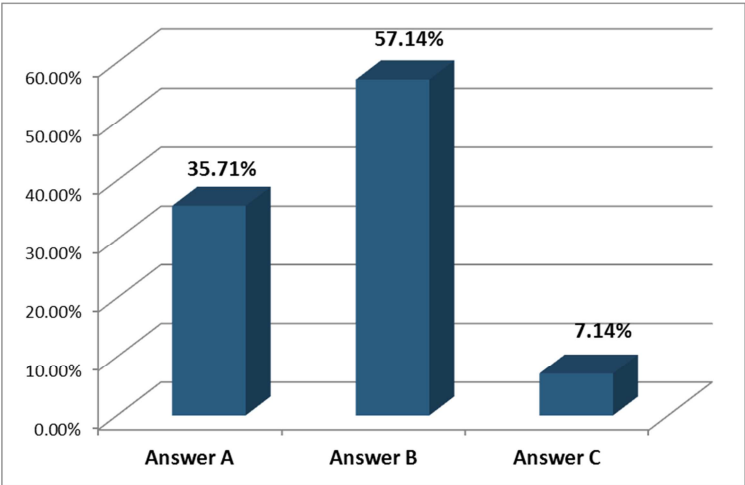
7. Fairness



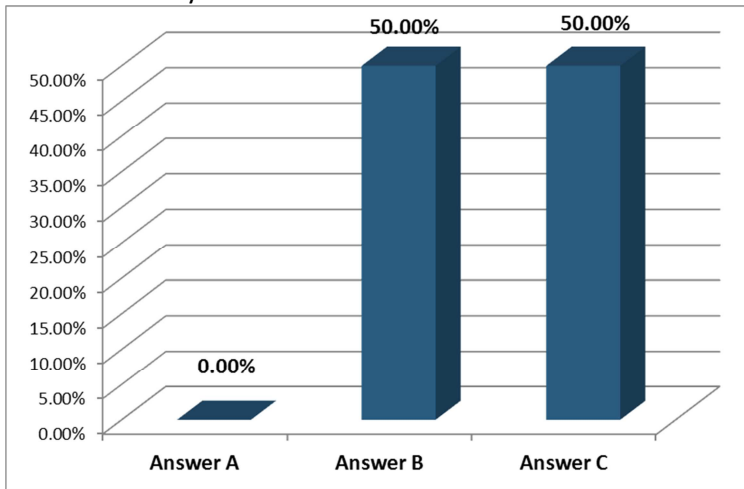
8. Predictability



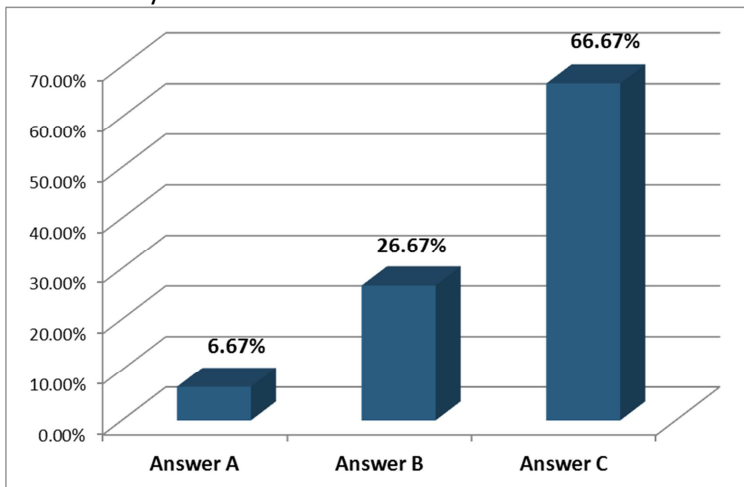
9. Unified



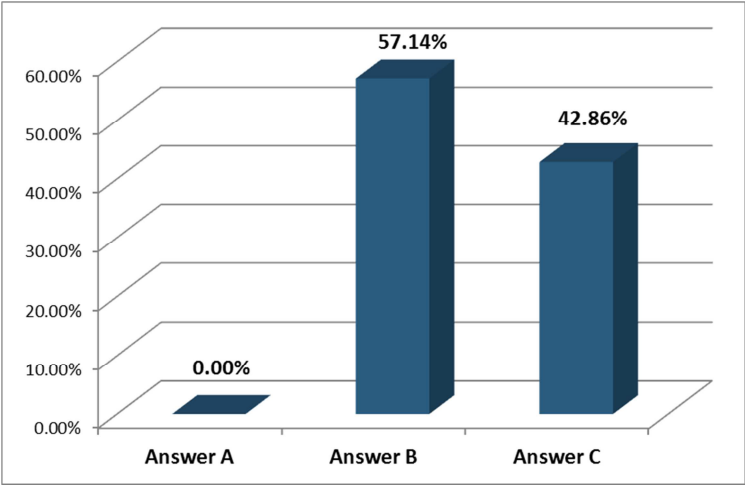
10. Accessibility



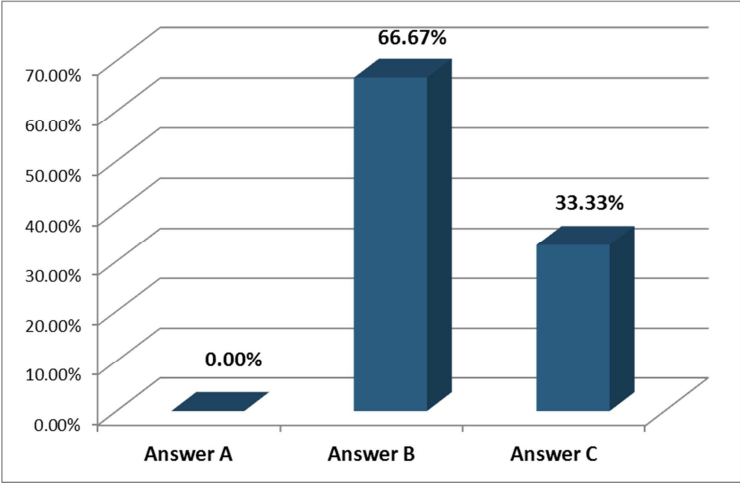
11. Accuracy



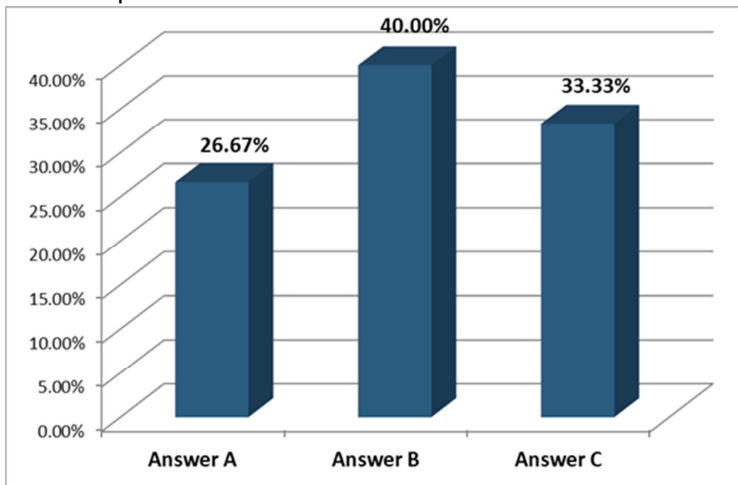
12. Helpful



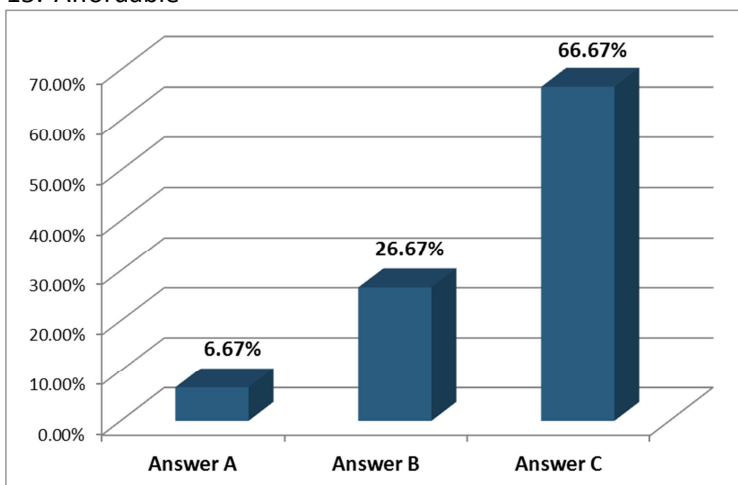
13. Educable



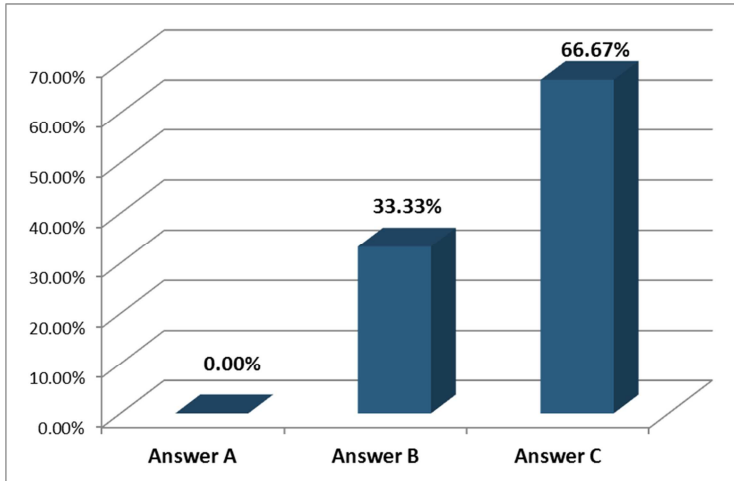
14. Transparent



15. Affordable



16. Realistic



What are some negative comments or complaints you hear from people or communities you work with about DNR services? What are some positive comments you hear?

Negative	Positive
Permit costs	Stable organization
Navigating the organizational structure	Good working relationships; partnerships
Enforcement	Better than MoDot
Government	Better DNR than EPA
Lack of trust	Approachable (that is an improvement)
Arbitrary and capricious	Honest feedback on draft permits
Variable – some parts of the agency good, some not so good	Good technical information; a good resource for information
“Gotcha”	Online permitting
Rigid	
Weak	
Unfair application	
Continuity issues	
Lack of education	
Don’t listen	